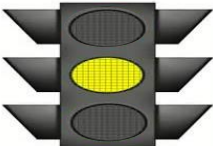
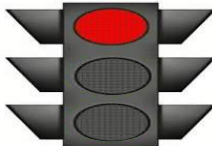


Service Desk First Time Fix Information Technology

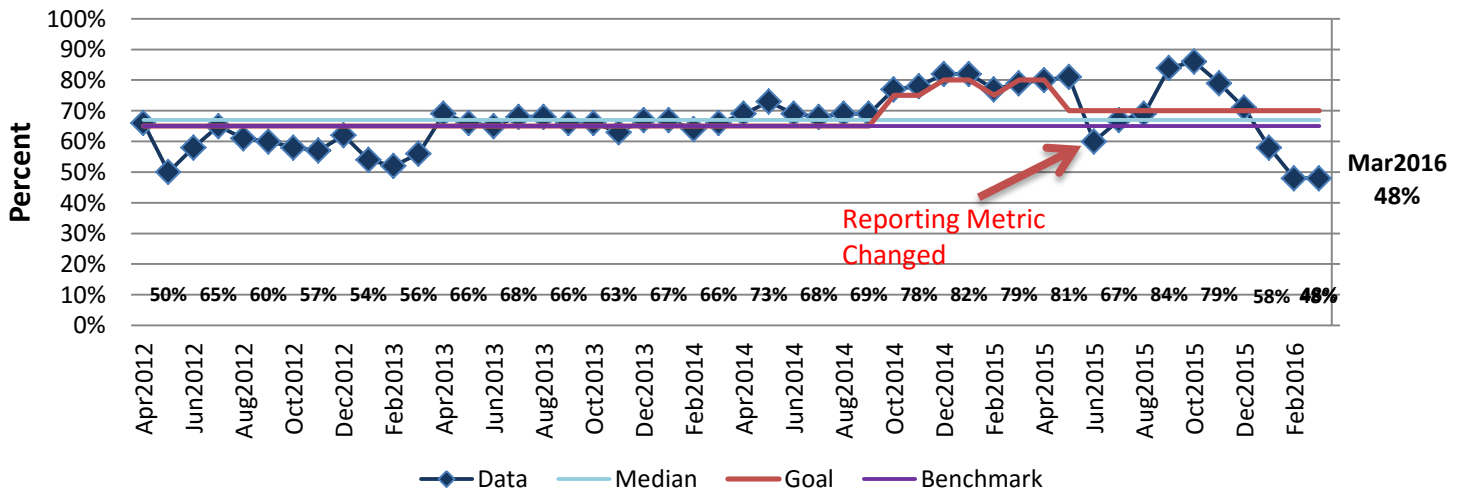


KPI Owner: Jimmy Gassler

Process: Service Operation

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 65% in 2012 Goal: Greater than or equal to 70% of all requests to the Service Desk should be resolved within an hour of the first call. Benchmark: 65%		Data Source: SD Daily Activity Report Goal Source: Historical Data Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Counting all requests resolved within one hour dividing it into all requests for that month. Why Measure: To ensure quality of the service provided. Next Improvement Step: Determine what new types of requests can be resolved at the Service Desk.		
How Are We Doing?					
Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
71%	69%		70%	48%	
Percent	Percent		Percent	Percent	

Service Desk First Time Fix



Brainstormed Root Causes

***Resource challenges due to resource movement and new initiatives**